

M E M O R A N D U M

Date: 10/5/2017
To: Clinical Staff
From: Quality Care Management
Subject: Timeline Requirements

Requirements for timeliness of services for Medi-Cal beneficiaries and Behavioral Wellness clients are as follows:

Date of appointment for assessment from date of beneficiary request: The first offered appointment must be within 14 calendar days, if the client declines the first offered appointment, a second appointment must be offered within an additional 14 days (28 days total)

Date of first appointment to a medical staff upon psychiatric referral: 14 days

Date of first appointment from date of discharge from inpatient hospitalization (for any service): 7 days

It is required that Behavioral Wellness staff make every effort to provide the services within the timelines listed. If services cannot be provided within these timelines, and the client is a Medi-Cal beneficiary, an Notice of Action must be provided to the client. Please see policy on Notices of Action for more details.